DATE	January 2020
JOB CODE	SRDSKTPTC
FLSA	NON-EXEMPT
EEO	

JOB TITLE: Senior Desktop Technician
DEPARTMENT/DIVISION: Information Services
REPORTS TO: Support Services Manager

SUMMARY: Responsible for providing in-depth troubleshooting and advanced diagnostics of the City's technical issues and problems that may occur. Responsible for creating application packages and desktop Images, maintaining System Center Configuration Manager (SCCM), as well as training and mentoring Desktop Technicians. Responsible for coordinating repair, replacement, installation, moves, and changes to technology resources. Responsible for ensuring City systems are appropriately updated, configured, and interoperable.

ESSENTIAL JOB FUNCTIONS:
- May serve as a lead to lower level staff, which includes: prioritizing and assigning work; training staff on work methods and procedures; and/or, performing other related activities.
- Keep management abreast of systems operational status and activities through periodic verbal and written status reports.
- Coordinate with customers and Department management in a methodical and professional manner to gather business requirements to enhance existing City systems.
- Provide technical leadership for establishing the best possible options for designing and deriving the best solutions based on sound analytical judgment, team input and the customers' best interest.
- Participates in the management of ongoing projects through business meetings, briefings with Department management, and document creation, maintenance, and preparation.
- Subject Matter expert on software and hardware.
- Document and implement best practices within Support Services to improve efficiency and technology.
- Draft Knowledge Management articles to aid in resolution of incidents.
- Communicate highly technical information to both technical and non-technical personnel.
- Monitor incident within the Incident Management System and follow-up to ensure satisfactory and timely resolution of incident.
- Assist Support Services technicians/operators as needed when appropriate and utilize Incident and Asset Management System in order to assist in the evaluation of a call.
- Coordinate with network services, application support, and other applicable groups when needed.
- Create and modify Software Installation packages for custom and COTS software.
- Create and maintain Windows Desktop Operating Systems packages.
- Coordinate reception, storage, and inventory new and retired computer equipment.

- Oversee preparation retired equipment for auction or destruction and maintain accurate records.
- Oversee destruction of confidential data from salvaged equipment.
- Image new computers per replacement schedule.
- Coordinate deployment new computers per replacement schedule and ensure full functionality of software and hardware during deployment.
- Maintain compliance with external regulatory controls, such as the Texas Department of Information Resources.
- Responsible for assisting in the training of City staff and contract staff security protocols, risks, and proper habits, including; online learning management, in persons training events, reviewing work accuracy, providing feedback, identifying skill gaps and implementing any necessary skill development or corrective action plans to mitigate gaps.
- Participates in a variety of special projects in support of departmental operations, which may include: analyzing vendor contracts; performing special studies; providing guidance and recommendations to departments to ensure organizational sustainability and maximize organizational efficiency, effectiveness, and performance; recommending cost-conscious decisions and actions; and/or, performing other related activities.
- Performs other duties as assigned, which may involve irregular work hours, including evenings and weekends.

KNOWLEDGE, SKILLS, AND ABILITIES:
- Extensive knowledge of Software packaging tools
- Extensive knowledge of Microsoft operating systems and desktop software such as Microsoft Office suite, Windows 10, Office 365 (Government Cloud)
- Knowledge of installation, configuration, and troubleshooting desktop hardware and software
- Knowledge of desktop/network infrastructure- hardware, software, databases
- Knowledge of network fundamentals (Routing, DHCP, DNS, TCP/IP)
- Knowledge of VPN and remote solutions
- Knowledge of MDM/MAM
- Knowledge of disaster and business recovery practices
- Knowledge of government operations and processes
- Skilled in messaging support (Microsoft Teams)
- Skilled in telecommunications troubleshooting (VoIP)
- Skilled in supporting various hardware solutions (tablets, laptops, rugged devices)
- Skilled in generating management and inventory reports
- Skilled in analyzing security processes
- Skilled in working with large electronic documents
- Skilled in reading and interpreting technical documents
- Skilled in applying independent judgment, personal discretion, and resourcefulness in interpreting and applying guidelines
- Skilled in reading, interpreting, applying, authoring and explaining rules, regulations, policies, and procedures
- Skilled in tracking service call and installations

- Skilled in identifying and solving problems
- Skilled in documenting service outages and resolutions
- Skilled in working independently or part of a team in delivering excellent customer service
- Skilled in preparing clear and concise reports
- Skilled in providing customer service
- Skilled in gathering and analyzing information and making recommendations based on findings and in support of organizational goals
- Skilled in operating a computer and related software applications
- Skilled in communicating effectively with a variety of individuals
- Skilled with Windows Operating System creation and deployment technologies
- Skilled with Scripting technologies such as PowerShell, VBScript, and Batch Files
- Ability to analyze technical problems and develop workable solutions
- Ability to communicate with users to define system requirements and resolve problems

MINIMUM QUALIFICATIONS:
- 2 years of college credit or vocational school experience in a related area
- 5 years' of progressively responsible information technology experience
- 1 or more of the following certifications (or substantially similar) or ability obtain within one year of employment;
  - Desktop Support Technician by HDI
  - Microsoft 365 Windows 10
  - Microsoft 365 Managing Modern Desktops
- Must qualify for and maintain compliance with Criminal Justice Information Systems access requirements
- Must possess or be able to obtain and maintain a valid Texas driver's license

PREFERENCES:
- Bachelor's Degree in Information Systems, Business or related area of study
- 5-7 years' experience with the configuration and installation of computer hardware/software and in problem resolution

WORKING CONDITIONS:
- Frequent reaching, sitting, talking, seeing, hearing, and manual dexterity
- Occasional climbing, balancing, stooping, kneeling, and crouching
- Sedentary office and outdoors work environments
- Occasional lifting and carrying up to 50 pounds
- Work may be performed in a data-center environment, involving loud noise and temperature irregularity
- Work both indoors and outdoors and are exposed to cold and hot temperatures, constant noise, fume/odor hazards, road hazards, heights, and mechanical and electrical hazards.

CONDITIONS OF EMPLOYMENT:
- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.